

Kaiser Foundation Health Plan

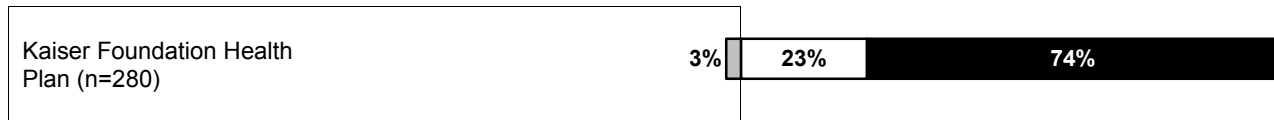
CAHPS Questions

Composite and Questions

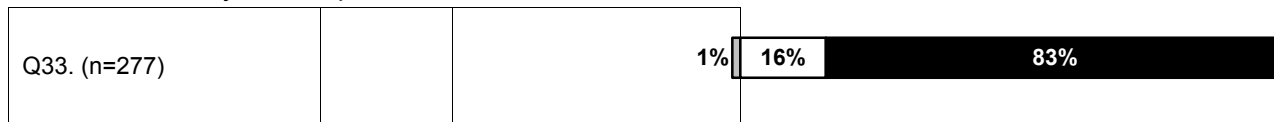
Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 33 and 34 contained in the composite, "Courteous and Helpful Office Staff." Individual question-level responses immediately follow.

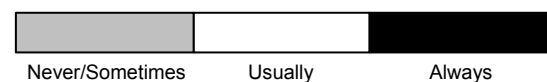
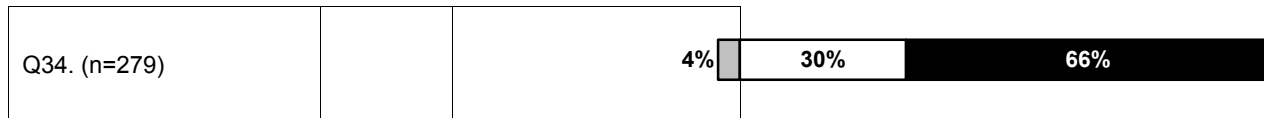
Composite



Q33. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



Q34. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.